

MANAGED CARE COORDINATOR

Distinguishing Features of the Class: The work involves responsibility for the administration, implementation and operation of the managed care program and the home care programs. The incumbent's primary responsibilities include participation in negotiations and administration, interacting with participating managed care programs and other health services providers, marketing, quality assurance, assessment and training. The incumbent facilitates communications between the county's Medicaid program and the New York State Department of Health managed care program and long-term care program to ensure compliance with State requirements. The work is performed under the general supervision of the Commissioner with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over professional and clerical subordinates. Does related work as required.

Typical Work Activities:

- Develops and oversees the procedure for recruitment, enrollment, disenrollment and grievances between clients and managed care providers;
- Participates in the negotiating of contracts and ensures compliance by maintaining on-going communication with clients enrolled in the program as well as with the participating health care professionals;
- Identifies service area, health care needs and potential managed care providers;
- Organizes and mainstreams an integrated services network utilizing identified managed care providers;
- Develops and implements strategies to correct operational deficiencies and improve managed care services;
- Participates in negotiations for newly approved services between agencies and managed care and home care providers when required;
- Monitors contract compliance between agency and managed care and home care providers;
- Reviews case records completed by subordinate staff to assure compliance with federal, state and local laws and mandates;
- Assists in new and existing staff education and training covering the Welfare Management System and Managed Care System, including but not limited to client enrollment and disenrollment;
- Coordinates physician and other medical provider recruitment for the programs;
- Serves as liaison between clients, managed care providers, and home care providers;
- Oversees the Alternatives in Long Term Care Program.

Full Performance Knowledge, Skills, Abilities and Personal Characteristics: Thorough knowledge of managed care systems; good knowledge of home care programs; good knowledge of health insurance policies, procedures and costs; good knowledge of Medicaid and other medical assistance programs; good knowledge of community medical and health care providers; ability to review and assess health care programs; ability to establish and maintain effective working relations with others; ability to communicate effectively both orally and in writing; physical condition commensurate with the demands of the position.

Minimum Qualifications:

- Either (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in health care administration, health care management, health systems management, human services or a related field and two (2) years experience in a health management organization, health related agency or human service agency. Relevant experience must encompass both casework and the Medicaid program;
- Or (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in the fields described above and three (3) years experience as defined in (A);
- Or (C) An equivalent combination of training and experience as defined by the limits of both (A) and (B).